

First-Week Customer Checklist

GoSafer Security Customer Onboarding

Alarm.com features may vary based on your service package, installed equipment, permissions, and app version.

Complete during onboarding

- ☐ Customer can sign in on their own device.
- ☐ Customer recognizes Disarmed, Stay, Away, and trouble conditions.
- ☐ Customer successfully arms and disarms during a safe test.
- ☐ Approved users and codes are reviewed.
- ☐ Essential notification recipients are confirmed.
- ☐ Available cameras and connected devices are demonstrated.
- ☐ One useful automation or reminder is tested.
- ☐ Customer knows how to review Activity.
- ☐ Customer knows how to contact GoSafer Security.

Review after several days

- ☐ Notifications are helpful and not excessive.
- ☐ Device names are clear.
- ☐ Automations run at the expected time.

- ☐ Temporary users or codes are still appropriate.
- ☐ No repeated trouble or offline conditions remain.

Keep onboarding practical. A customer who confidently uses five essential features is better prepared than a customer who was shown every advanced option at once.

Need help?

Contact GoSafer Security through your normal support channel or visit gosaferssecurity.com. For an active alarm or emergency, follow your emergency plan and contact emergency services when appropriate.

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